

Personal Preference Program Fiscal Intermediary Transition Frequently Asked Questions – FINAL Version 1

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PPP and DDD both offer self-direction programs but with different criteria, guidelines, and service options. To learn more about DDD's self-directed programs please visit their website here:

<https://www.nj.gov/humanservices/ddd/individuals/community/selfdirected/>

The Personal Preference Program (PPP) Team created this document using questions submitted by the community.

About The Transition

Q1 - Why is the current Fiscal Intermediary, Public Partnerships, LLC, changing?

The Managed Care Organizations (Aetna Better Health NJ, Fidelis Care (formerly WellCare), Horizon NJ Health, United Healthcare Community Plan, and Wellpoint (formerly Amerigroup) continue operations of the Personal Preference Program (PPP) with the current Fiscal Intermediary (FI), Public Partnerships, LLC (PPL) ensuring members will not experience any program changes or service interruptions.

Over time, MCOs may transition to new FI vendors after demonstrating that they are ready for a smooth transition through the state's readiness review process.

a. What happened that triggered this change?

The FI contract is ending and our members and their families have asked for improvements to the program.

b. Who benefits?

Our members in the community.

Q2 - When and how will changes to new FIs take place?

Changes to new FIs will take place with careful planning after each MCO completes a successful state approved readiness review.

Q3 - How will this transition impact PPP workers getting paid?

Our focus is on a smooth transition with little to no impact on workers getting paid.

Q4 - Will my PPP budget change?

No, the budget calculation and monthly utilization methodology will not change.

Q5 - How will a person remain active in PPP when they switch MCOs that are not using the same FI?

This is a new process for both the state and the MCOs. We are reviewing and reaching out to other states that manage multiple FIs to learn about what best practices are in place that support participants who wish to change MCOs. Engagement with the MCOs, their approved FIs, and community partners will ensure a smooth transition for members moving from one MCO to another.

Q6 - What are the MCO requirements for selecting an FI? How long will the MCO contract last with their selected FI?

The state provides the MCOs with program requirements for the readiness review process. Each MCO's FI selection must meet these requirements and complete the state's readiness review process.

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before the transition will occur. The timeline is determined by each MCO's demonstration of readiness and smooth transition plan to the selected FI vendor.

Q7 - What will the onboarding process look like?

Each MCO will communicate with their participants about the onboarding process with the new FI, as well as providing education and training, to assist with the smooth transition.

Q8 - What other FIs are going to offer services for the PPP program?

Each MCO will select its FI vendor.

Communication

Q9- What groups are being asked to disseminate information regarding the transition?

The [PPP website](#) is updated with FI transition information regularly. As a follow up recommendation from the community, the MCO's are an additional source for communicating transition related information to their participants.

Q10 - Who will send us the information on the new setup?

The state holds monthly FI transition community workgroup meetings and provides updates about the transition process. After each meeting, the state posts the meeting presentations on the [PPP website](#).

Each MCO will communicate with their participants about the timing of the transition to the new FI, as well as provide education and training, to assist with the smooth transition.

Q11 - Will you establish a DMAHS resolution email or phone number? It's important that a third party be involved to resolve an issue and not be dependent on the MCO and its FI.

PPP has a dedicated helpline (609-631-2481) and email (MAHS.PPP@dhs.nj.gov) for any inquiries related to the program. If you have any issues or concerns with an MCO or FI please contact us for assistance and support.

PPP Eligibility and Policies

Q12 - Will caregivers living at the same residence be required to use EVV?

No, the EVV live-in exemption for PPP remains unchanged. If you are a live-in caregiver, you are exempt from using EVV.

Q13 - Who is eligible for PPP, what ages/diagnosis, can parents of autistic children qualify?

NJ FamilyCare members who qualify for the Personal Care Assistant (PCA) services are eligible for PPP. PCA services include health related tasks associated with the cueing, supervision, and/or the completion of the Activities of Daily Living (ADL), as well as Instrumental Activities of Daily Living (IADL).

a. What ages/diagnosis?

PPP is an alternative to the PCA agency delivered service. PPP utilizes the outcome from the PCA assessment to enroll into self-direction. However, for children there are certain considerations related to age-appropriate tasks and how they are captured in the PCA assessment.

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b. Are children eligible and are there any age limitations?

Parents or legal guardians are responsible for care for each ADL/IADL activity if the member is under the age listed for that activity in the PCA assessment.

For each ADL/IADL activity, if an age limit is identified, the limitation is based on standard developmental milestones and may vary for children with developmental disabilities. The age guidelines provided in this tool should not be treated as required limitations for the assessed PCA service needs for that member.

c. Can parents of children with disabilities qualify as workers?

Yes, parents may serve as their child's worker; however, there must be an authorized representative (AR) that manages the program on the child's behalf that is NOT their paid worker.

Q14 - When the child turns 21, how do services work?

If the Participant is new to DDD services, the MCO DDD care manager and the DDD support coordinator will work together coordinating a PCA assessment request and PPP options counseling.

Q15 – Does PPP have any immigration law resources for potential caregivers who have been working with new enrollees for a long time and wish to continue with them?

Participants must be Medicaid eligible to participate in PPP and must adhere to Medicaid Immigration guidelines. Workers must complete all required employee required documentation, which includes an I-9 employment eligibility verification. <https://www.uscis.gov/i-9>

If you have any additional questions, please let us know by sending us an email at MAHS.PPP@dhs.nj.gov and we will include them in future updated versions.